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BADSHAHITHAUL, TEHRI
GARHWAL



SYLLABUS FOR
BACHELOR OF HOTEL
MANAGEMENT

Foundation Course in Food Production – I

(FFP - I) Theory

1 Introduction to the Art of Cookery

1.1 Culinary History,

1.2 Development of the culinary art from the middle ages to modern cookery,

1.3 Modern hotel kitchen,

1.4 Understanding various operational areas of kitchen.

1.5 Basic introduction to nouvelle cuisine, Indian, French, Italian, Chinese cuisines.

2. Basics of Cooking Food

2.1 Objectives of cooking food

2.2 Importance of cooking food.

2.3 Heat transfer methods.

2.4 Effect of heat on food (proteins, carbohydrates, fats etc).

2.5 Principles of balanced and healthy diet.

3. Methods of Cooking

3.1 Methods of cooking,

3.2 Classifications using basic food chart with examples and uses in

3.3 cookery Principles of cooking

3.4 Kitchen Equipment: Different types of the kitchen equipment

3.5 Special equipments used during cooking.

4. Food Commodities

4.1

4.2 Classification, Cereals, pulses, vegetables, fruits, eggs, flour, salt, sugar, fat, cheese
major nutrients- functions, sources and deficiency of carbohydrate protein fat, vitamin
and mineral.

4.3 Thickening and binding agents.

4.4 Leavening agents- their characteristics and their use in cookery.

4.5 Food and its relation to health.

5. Food Safety

5.1 Kitchen hygiene

5.2 Personal hygiene and its importance

5.3 Food handling and storage care, sanitation practices, Fumigation

5.4 HACCP - Practices in food handling & storage

5.5 Conversion tables: American, British measures and its equivalents.

GLOSSARY OF TERMS: Students should be familiar with the Glossary of Terms pertaining to above mentioned topics.

Suggested Readings

- Larder Chef By M J Leto & W K H Bode Publisher: Butterworth-Heinemann
- Modern Cookery (Vol-I) By Philip E. Thangam, Publisher: Orient Longman
- Practical Cookery By Kinton & Cessarani
- Practical Professional Cookery By Kauffman & Cracknell
- The Professional Chef (4th Edition) By Le Ro A. Polson
- Theory of Catering By Kinton & Cessarani
- Theory of Cookery By K Arora, Publisher: Frank Brothers

Foundation Course in Food Production – I (Practical)

(FFP – I)

- 1- Proper usage of a kitchen knife & hand tools, Understanding the usage of small equipments,
- 2- Familiarization, identification of commonly used raw material and commodities.
- 3- Usage of Basic hygiene practices in the kitchen, First aid for cuts & burns.
- 4- Preparation of all Indian breakfasts
- 5- Basic Cuts of vegetables and demonstration of all cooking methods.
- 6- Demonstration of sanitation practices & Fumigation.
- 7- Preparation and Composition of basic Indian Masalas, Curries and gravies.

Foundation Course in Food & Beverage Service (FFBS-1) Theory

1. The Food & Beverage Service Industry

- 1.1 Introduction to Food and Beverage Service.
- 1.2 Types of catering operations– commercial, welfare.
- 1.3 Food and Beverage Service outlets.

2. Departmental organisation & Staffing

- 2.1 Organisation of F&B service department of hotel.
- 2.2 Duties & responsibilities of F&B staff- Job
- 2.3 Descriptions. Attributes of Service personnel.
- 2.4 Inter-departmental relationships.

3. F & B Service Equipment

- 3.1 Cutlery
- 3.2 Crockery
- 3.3 Glassware
- 3.4 Flatware
- 3.5 Furniture
- 3.6 Linen
- 3.7 Special Equipment (Trolleys, Electrical equipment etc)

4. Ancillary Departments:

- 4.1 Pantry
- 4.2 Still Room
- 4.3 Food Pickup areas
- 4.4 Stores
- 4.5 Kitchen Stewarding
- 4.6 Accounts

5. Food & Beverage Service Methods:

- 5.1 Table Service –English / Silver, American, French, Russian
- 5.2 Self Service – Buffet & Cafeteria
- 5.3 Specialized Service – Gueridon, Tray, Trolley, Lounge, Room etc.
- 5.4 Single Point Service – Take Away, Vending, Kiosks, Food Courts & Bars, Automats.
- 5.5 Mis-en-place & Mis-en-scene

Note: Glossary of Terms

Students should be familiar with the glossary of terms pertaining to above Mentioned Topics.

Suggested Readings

- Lillicrap Dennis, Cousins John & Smith Robert:
- Food & Beverage Services; Hodder & Stoughton Educational.
 - Andrews Sudhir: Food & Beverage Service Training Manual; Tata McGraw Hill.
- Essential Table Service for Restaurants – John Fuller
- The Waiter – A.J.Curry
- Modern Restaurant Service – John Fuller, Hutchinson

) Foundation Course in Food & Beverage Service – I (practical)
(FFBS-I

1. Briefing/debriefing
2. Identification of Tools, Equipment- Cutlery, Crockery, Glass & Chinaware, Flatware, Hollowware, Table Appointments, Linen.
3. Laying and relaying a table cloth, Napkin folds- 7 to 10.
4. Rules for Laying a Basic Cover
5. Restaurant Etiquettes
6. Mis-En-Place & Mis-En–Scene
7. Carrying a Salver / Tray
8. Service of Water
9. Handling the Service Gear
10. Carrying Plates, Glasses & other Equipments
11. Clearing an Ashtray
12. Cleaning & polishing glassware

(FFO-I) Theory

1. Introduction to Front Office

- 1.1 Brief overview of hotel industry.
- 1.2 Definition and introduction of Front office in hotel.
- 1.3 Importance and functions of front office.
- 1.4 Different sections of the Front Office and their importance.
- 1.5 Coordination of front office with other departments.

2. Classification of Hotels

- 2.1 Classification based on various categories -Size, Clientele, Location, Ownership, Length of stay, Affiliation, Time Share & condominiums, Meal plans.
- 2.2 Star classification & Hotel chain.
- 2.3 Supplementary accommodation etc.
- 2.4 Different types of rooms,
- 2.5 Front Office information.

3. Organizational Set Up Of Front Office Department:

- 3.1
- 3.2 Front Office Hierarchy chart: Small, Medium and Large Hotels, Layout of the front office,
- 3.3
- 3.4 Job Description & Job Specification of front office personnel
- 3.5 Duties and Responsibilities of different front office personnel. Attributes of front office personnel.

4. Types of Guests:

- 4.1 Defining guests
- 4.2 Types of hotel guests - passport and visa requirements
- 4.3 Other classes of guests (VIP, VVIP, SPATT etc.)
- 4.4 Basic requirements of a guest
- 4.5 Brief description of guest cycle

5. Front Office Operation and Equipments:

- 5.1 Functional planning of front office
- 5.2 Types of keys and key rack
- 5.3 Front office forms and formats
- 5.4 Front office equipments
- 5.5 Telephone exchange

GLOSSARY OF TERMS

Students should be familiar with the Glossary of Terms pertaining to above mentioned topics

Suggested readings:

- Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Graw Hill
- Managing Front Office Operations – Kasavana & Brooks Educational Institution AHMA
- Front Office – operations and management – Ahmed Ismail (Thomson Delmar).
- Managing Computers in Hospitality Industry – Michael Kasavana & Cahell.
- Front Office Operations – Colin Dix & Chris Baird.
- Front office Operation - S.K Bhatnagar, Publisher: Frank Brothers
- Managing Front Office Operations by Kasavana & Brooks
- Principles of Hotel Front Office Operations, Sue Baker & Jermy Huyton, Continuum
- Hotel Front Office Management, 4th Edition by James Socrates Bardi; Wiley International

Foundation Course in Front Office – I

(Practicals)

(FFO – I)

1. Communication skills - verbal, non verbal.
2. Preparation and study of countries, capitals, currencies, airlines and flags chart.
3. Identification of F.O. equipment.
4. Telephone handling.
5. Role plays of front office personnel.

Foundation Course in Housekeeping – I

(FHK - I) Theory

1. Introduction:

- 1.1 Meaning and definition of Housekeeping
- 1.2 Importance of Housekeeping
- 1.3 Responsibility of the Housekeeping department
- 1.4 Organizational hierarchy of the Department (Large/Medium/Small
- 1.5 Hotel) Coordination with other departments

2. Housekeeping Department:

- 2.1 Role' of Key Personnel in Housekeeping
- 2.2 Job Description
- 2.3 Job Specification
- 2.4 Attributes and Qualities of the Housekeeping staff

3. The Hotel Guest Room:

- 3.1 Types & Layout of guest rooms
- 3.2 Layout of corridor and floor pantry
- 3.3 Rules of Guest Floor, Maids Carts, Guest room, Guest public area.
- 3.4 Furniture, Fixtures, Fittings, Furnishings soft :- (FFFF)
- 3.5 Accessories/Guest Supplies/Amenities in a guest room (to be dealt in brief only)

4. Housekeeping Procedures:

- 4.1 Briefing & Debriefing
- 4.2 Indenting from stores, Inventory of Housekeeping Items
- 4.3 House keeping control desk and its Importance & Role.
- 4.4 Lost & Found procedure.
- 4.5 Handling of Guest queries & problem.

5. Cleaning Science:

- 5.1 Cleaning Equipment & types of equipment changing procedure.
- 5.2 Storage, Upkeep and Maintenance of equipment,
- 5.3 Cleaning agent, Types & Characteristics of good cleaning agent,
- 5.4 pH scale and cleaning agent with their application
- 5.5 Cleaning products (Domestic and Industrial).

GLOSSARY OF TERMS:

Students should be familiar with the Glossary of Terms pertaining to above mentioned topics.

Suggested Readings

- Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS).
- Hotel House Keeping – Sudhir Andrews Publisher: Tata McGraw Hill.
- Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press.
- House Keeping Management - Matt A. Casado; Wiley Publications
- Housekeeping and Front Office – Jones
- Key of House Keeping by Dr. Lal
- Commercial Housekeeping & Maintenance – Stanley Thornes
- Managing Housekeeping Custodial Operation – Edwin B. Feldman
- The Professional Housekeeper – Tucker Schneider, ; Wiley Publications

Foundation Course in Housekeeping – I (Practicals)

(FHK – I)

01. Practice of Rooms layout and placement at guest room standard supplies.
(Amenities)
02. Identification of cleaning equipments both manual and mechanical.
03. Uses of different Brushes, brooms, mops, identification of cleaning agents.
04. Maids Trolley: Set Up, Stocking and usage.
05. Planning of room Boucher and accessories.
06. Display of forms and formats.
07. Process of handling guest queries.
08. Display and types of cleaning.

Application of Computers

(AOC) Theory

1. Introduction to Computers:

- 1.1 What is a computer, Block Diagram.
- 1.2 Components of a computer system.
- 1.3 Generation of computers.
- 1.4 Storage devices, CD ROM's etc.
- 1.5 Programming languages

2. Introduction to Software and Hardware

- 2.1 Definition of software and hardware
- 2.2 Classification of software programmes
- 2.3 Types and Functions of software programmes
- 2.4 Classification of hardware devices
- 2.5 Input and output devices

3. Role of Computers in Hospitality Industry

- 3.1 :
- 3.2 Fundamentals of Computers in Hospitality industry.
- 3.3 Role of computers in hospitality industry (CRS, GDS, PMS)
- 3.4 Reservation through the internet
- 3.5 POS- Definition and importance.
Touch screen terminals

4. Word Processing Spread Sheets and Presentations

- 4.1 Word Processing and Features of MS – WORD
- 4.2 Spreadsheet, Features
- 4.3 Preparing PowerPoint presentation
- 4.4 Preparing graphs
- 4.5 Preparing organization chart

5. Introduction to Internet:

- 5.1 What is Internet?
- 5.2 Internet Protocol,
- 5.3 Types of topologies
- 5.4 Types of networks (LAN, WAN, MAN),
- 5.5 WWW, Search Engines, e-mail, websites

Glossary of terms: terms related to the syllabus

Suggested Readings

- Managing computers in hospitality industry by Michael Kasavana and Cahell
- Small business computer systems - Hooder&Stoughton
- Fundamental of Computers- V Rajaraman, Publisher: Prentice Hall India
- Mastering Microsoft Office, Lonnie E. Moseley & David M Boodey, BPB Publication
- Using computers in Hospitality, Third Edition, Peter O' Conner

Hotel Communication

(HCOMM)

1. Communication–Types & Process

1.1 Introduction, definitions and Process of Hotel communication.

1.2 Types of communication.

1.3 Interpersonal communication - one way/ two ways,

1.4 Mediums of communication.

1.5 Barriers of communication

2. Written Communication, Pronunciation & Body Language

2.1 Report and representation,

2.2 Formal letter. Drafting effective letter, formats, style of writing.

2.3 Conduction of Meeting: agenda and minutes, conducting a meeting.

2.4 Pronunciation.

2.5 Body language, Gesture, Expression, Personnel grooming.

3. Interviews

3.1 Interviews - Types and uses.

3.2 Techniques of handling interviews of different types.

3.3 Group discussion, stress interview. Aptitude tests.

3.4 Traits of a good interviewee.

3.5 Resume and Job applications.

4. Speeches

4.1

4.2 Drafting, a speech & presentation,

4.3 Paragraphs and creative writing, Extempore.

4.4 Speeches Importance-Message Component, Communication and

4.5 Information, Component of message.

Conflict and its Resolution, Empathy Listening.

5. Group Presentation

5.1 Difference between a team and a group.

5.2 Audience orientation,

5.3 Planning a presentation - Mind Mapping, Theme, Subject,

5.4 Handling question and feedback

5.5 Group projects.

GLOSSARY OF TERMS:

Students should be familiar with the Glossary of Terms pertaining to above mentioned topics.

Suggested readings:

- Business Correspondence and Report Writing” -Sharma, R.C. and Mohan K. Publisher: Tata Mc Graw Hill 1994
- Communications in Tourism & Hospitality- Lynn Van Der Wagen, Publisher: Hospitality Press
- Business Communication by K.K.Sinha
- Essentials of Business Communication By Marey Ellen Guffey, Publisher: Thompson Press
- Basic Business Communication By Lesikar&Flatley, Publisher Tata Mc Graw Hills
- Managerial Communication by Hynes Publisher: M. Hill

(FFP - II) Theory

1. Kitchen Organization Layout and Functions

- 1.1 Kitchen layout and functions,
- 1.2 Layout of receiving area, storage area,
- 1.3 Cold kitchen, cold butchery, and garde manger
- 1.4 Main kitchen, bakery and confectionery,
- 1.5 Kitchen brigade, Duties, responsibilities and job description of the kitchen personnel.

2. Basic Preparation

- 2.1 Mise-en-place, Sub division and fractionalization
- 2.2 Combining and mixing in the preparation of food
- 2.3 Vegetable cuts
- 2.4 Thickening, binding and leavening agents
- 2.5 Herbs and spices

3. Stocks, Sauces and Soups

- 3.1 Stocks – definition, Preparation of stocks,
- 3.2 Soups - classification of soups and international soups.
- 3.3 Soup garnishes and accompaniments.
- 3.4 Sauces- classification of mother sauce and their importance, and their derivatives
- 3.5 Thickening agents & rectification of faulty sauces.

4. Egg Cookery

- 4.1 Introduction to egg cookery
- 4.2 Structure of an egg
- 4.3 Selection of eggs and grades
- 4.4 Uses of eggs in cookery
- 4.5 Various types of methods of cooking egg (poached, scrambled, fried, en cocotte etc.)

5. Bakery

- 5.1 Bakery ingredients and their role, yeast, shortening (fats and oil) sugar & salt, raising agents.
- 5.2 Principles of bread making, role of each ingredient in bread making
- 5.3 Bread faults and bread improvers, temperature variation
- 5.4 Traditional breads
- 5.5 Equipments and utensils used in bakery,

GLOSSARY OF TERMS:

Students should be familiar with the Glossary of Terms pertaining to above mentioned topics.

Suggested Readings:

- Art of Indian Cookery, Rocky Mohan, Roli Prasad
- Modern Cookery (Vol-I-Philip E. Thangam, Orient Longman Larousse Gastronomique-Cookery Encyclopedia, Paul Hamlyn
- Modern Cookery (Vol-I) By Philip E. Thangam, Publisher: Orient Longman
- Practical Cookery By Kinton & Cessarani
- Practical Professional Cookery By Kauffman & Cracknell
- The Professional Chef (4th Edition) By Le RolA.Polsom
- Theory of Catering By Kinton & Cessarani
- Theory of Cookery By K Arora, Publisher: Frank Brothers

Foundation Course in Food Production –II (Practical)

(FFP – II)

- 1- Demonstration of all stocks, sauces and National & International soups.
- 2- Demonstration and Preparation of Five derivatives of all Mother sauces.
- 3- - Demonstration of Soup Garnishes and Accompaniments (at least five of each)
- 4- Egg cookery-All the preparation
- 5- Preparation of all Breads at least 5 bread.
- 6 -Preparation of at least 5 course menu (Two international and three Indian)

Foundation course in F&B Service –II

(FFBS-II) Theory

1. Types of Meal

- 1.1 Breakfast – Introduction, Types, Service.
- 1.2 Brunch– Introduction, Types, Service.
- 1.3 Lunch– Introduction, Types, Service.
- 1.4 Hi Tea– Introduction, Types, Service.
- 1.5 Dinner– Introduction, Types, Service.
- 1.6 Supper– Introduction, Types, Service.

2. Menu knowledge

- 2.1 Introduction of Menu
- 2.2 Types –Ala Carte & Table D’hôte
- 2.3 Rules to be observed while planning menus.
- 2.4 Classical French Menu- 11 to 17 Course.
- 2.5 Classical Foods & its Accompaniments with Cover.

3. Order Taking, Service and Billing

- 3.1 Handling Table reservation
- 3.2 KOTs & BOTs Duplicate & Triplicate System, Computerised K.O.T's
- 3.3 Billing Methods, Payment methods and Cash Handling
- 3.4 Cycle of service
- 3.5 Table Clearing Process

4. Non Alcoholic Beverage

- 4.1 Classification of Non alcoholic Beverage & Uses
- 4.2 Tea - Origin, Manufacturing, Types & Brand names
- 4.3 Coffee - Origin, Manufacturing, Types & Brand names
- 4.4 Juices, Soft Drinks & Health Drinks – Introduction, Brand names
- 4.5 Service of Hot and Cold beverages.

5. Tobacco

- 5.1 History & Uses
- 5.2 Processing for cigarettes, pipe tobacco & cigars
- 5.3 Cigarettes – Types and Brand names
5. Pipe Tobacco – Types and Brand names.
- 4 Cigars & cigarettes – shapes, sizes, colours, Brand names, Care and Storage
- 5.
- 5

Note: Glossary of Terms

Food & Beverage Terminology related to the inputs of the semester.

Suggested Readings

- Lillicrap Dennis, Cousins John & Smith Robert: Food & Beverage Services; Hodder & Stoughton Educational.
- Andrews Sudhir: Food & Beverage Service Training Manual
- Essential Table Service for Restaurants – John Fuller
- F&B Service Induction Manual by Dr.Yashpal Negi (2007), Binsar Publication •
- The Waiter – A.J.Curry
- Modern Restaurant Service – John Fuller
- Table and Bar – Jeffrey Clark

Foundation course in F&B Service –II (Practical)
(FBSP-II)

- 1 Arrangement of Silverware on the table and sideboards
 - . Mise-en-place for Brunch, Lunch, Hi-Tea, Dinner and Supper.
- 2 Service Sequence of Brunch, Lunch, Hi-Tea , Dinner and Supper
 - . Breakfast Table Layout.
- 3 TDH & A la Carte Cover
 - . Taking an Order of Food & Making a KO T.
- 4 Clearing, Crumbing & Presenting the bill
 - . Service of Cold & Hot - Non Alcoholic Beverages
- 5 Compiling of a Breakfast, Lunch, and Dinner menu in French.
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(FFO-II) Theory

1. Reservation:

- 1.1 Importance and Types of reservation,
- 1.2 Channels and sources of reservation
- 1.3 Group reservation,
- 1.4 Reservation reports,
- 1.5 Cancellation, Amendments and overbooking, room retention charges.

2. Pre-Arrival and Registration:

- 2.1 Records and forms used in registration process
- 2.2 Procedure for VIP & FIT arrival,
- 2.3 Procedure for group arrival
- 2.4 Registration process,
- 2.5 Over-booking.

3. During the Stay Activities

- 3.1 Information services and Hospitality desk
- 3.2 Message and mail handling,
- 3.3 Key Handling,
- 3.4 Guest handling, Guest history, Change of room
- 3.5 Guest services and Guest relations,

4. Departure

- 4.1 Departure process - steps,
- 4.2 Tasks performed at bell desk, cashier and reception,
- 4.3 Role of Front desk cashier,
- 4.4 Checkout and account settlement,
- 4.5 Modes of payment

5. Front Office Computer Operation

- 5.1 Application of property management system
- 5.2 Basics of computer operations for hotels
- 5.3 Handling computerised reservations and registrations
- 5.4 Computerised cashiering
- 5.5 Role of Computers (IT) in hotels

GLOSSARY OF TERMS: Students should be familiar with the Glossary of Terms pertaining to above mentioned topics.

Suggested readings:

- Front Office Training manual – Sudhir Andrews. Publisher: TatA Mac Graw Hill
 - Managing Front Office Operations – Kasavana& Brooks Educational Institution AHMA
- Managing Computers in Hospitality Industry – Michael Kasavana&Cahell.
- Front Office Operations – Colin Dix & Chris Baird.
 - Front office Operation Management- S.K Bhatnagar, Publisher: Frank Brothers
- Managing Front Office Operations by Kasavana& Brooks
 - Principles of Hotel Front Office Operations, Sue Baker & Jermy Huyton, Continum
- Check in Check out- Jerome Vallen

Foundation Course in Front Office – II (Practical)

(FFO – II) Theory

1. Registration of Guest:

- o Pre registration procedure
- o Filling up a guest registration card
- o Determining Room Availability (Room Position) Formula
 - o Errand card, Key card, Electronic Key, cutting replacement of lost electronic key card, issue of duplicate)
 - o Arrival & departure intimation to housekeeping and other departments

2 Step to step Taking Room Reservation On Telephone:

- Practical of computer application on software, students should be able to:

3 o Register- in a reservation

- o Register an arrival
- o Amend a reservation
- o Cancel a reservation
- o Post a charge
- o Make a group reservation
- o Make a folio
- o Make a room change
- o Show a departure/ checkout
- o Print a folio
- o Print reports such as expected arrivals and departures for the day.

(FHK - II) Theory

1. Care and Cleaning of Different Surfaces

- 1.1 Different types of Surfaces.
- 1.2 Cleaning of Wall and floor covering.
- 1.3 Care and Cleaning of surfaces.
- 1.4 Cleaning agents used to clean different surfaces.
- 1.5 Cleaning equipments used to clean different surfaces

2. Cleaning and up keep of Public Areas

- 2.1 Cleaning of Public Areas: Cleaning process,
- 2.2 Cleaning and upkeep of Public areas.
- 2.3 Types of Pest Control
- 2.4 Control procedures

3. Cleaning of Guest Rooms

- 3.1 Process & procedures (Occupied/Departure/ vacant/Under Repair/VIP rooms).
- 3.2 Weekly cleaning and spring cleaning.
- 3.3 Turn down service/Evening service & Second service,
- 3.4 Forms and Formats used in cleaning process.
- 3.5 Replenishment of guest room supplies, process closing down after cleaning.

4. Linen and Uniform Room

- 4.1 Linen/Uniform Room: Layout, Planning the linen & uniform room,
- 4.2 Types of Linen, Sizes of linens and Linen exchange procedure,
- 4.3 Selection of linen, Storage Facilities and conditions, Par stock and calculation
- 4.4 Discard procedure and reuse of discard, Linen Inventory system,
- 4.5 Functions of uniform room: Importance, types, characteristics, selection, Tailor room

5. House Keeping Supervision

- 5.1 Housekeeping Supervision: Role of a supervisor, Specific functions of a supervisor,
- 5.2 Importance of inspection,
- 5.3 Check-list for inspection,
- 5.4 Typical areas usually neglected where special attention is required,
- 5.5 Self-supervision techniques for cleaning staff, Degree of discretion / delegation to Cleaning staff.

GLOSSARY OF TERMS: Students should be familiar with the Glossary of Terms pertaining to above mentioned topics.

Suggested readings:-

- Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS).
- Hotel House Keeping – Sudhir Andrews Publisher: Tata McGraw Hill.
- Hotel Housekeeping –Operations & Management : G. Raghubalan, Oxford University Press
- Housekeeping Management – Margaret M. Leappa&AletaNitschke
- Management of Hotel & Motel Security (Occupational Safety and Health) By H. Burstein, Publisher :CRC
- Managing Housekeeping Custodial Operation – Edwin B. Feldman
- Managing Housekeeping Operations – Margaret Kappa &AletaNitschke
- Professional Management of Housekeeping Operations (II Edn.)- Robert J. Martin & Thomas J.A. Jones

Foundation Course in Housekeeping – II (Practicals)

(FHK – II)

1. Procedure and demonstration of keeping linen & uniform in linen & uniform room
2. Steps involve in cleaning of Public Areas.
3. Procedure of cleaning guestrooms (Vacant occupied, departure).
4. Placing/ Replacing guest Supplies and soiled linen.
5. Procedure of Cleaning of different surfaces e.g. windows, tabletops, and picture
6. Procedure of Cleaning frames, Under Beds, carpet, metal surfaces, tiles, marble and granite tops.
7. Procedure of Weekly cleaning and spring cleaning.
8. Discard procedure and reuse of discard, Linen Inventory system

FOOD SCIENCE & NUTRITION

(FSN) Theory

1 Introduction to Food Science

1.1 Meaning and importance of Food science, Nutrition, Malnutrition.

1.2 Food Science scope and significance.

1.3 Food chemistry, food microbiology & processing.

2. Bacteria, Yeast and Moulds

2.1 Harmful effects and factors effecting growth of bacteria; food spoilage and

Putrefaction.

Food borne Illnesses, food poisoning and Food Spoilage. and antibiotics.

Yeast: uses, role and significance.

Moulds, meaning and purpose; beneficial effects; cheese making.

3. Nutrition

3.1

Types, Dietary sources, functions, Daily dietary requirements; affects of dietary.

3.2 Deficiency and excess of carbohydrates, lipids, protein, vitamins, minerals and water.

Balanced diet and nutrition in Hotels.

3.4 Definition and scope of therapeutic nutrition.

4. Food

Preservation scope of food preservation in Hotel Kitchen.

4.2 Methods of preservation low temperature treatment (refrigeration, freezing).

4.3 Thermal preservation (pasteurization, sterilizing, canning).

4.5 Dehydration Chemical preservatives, Irradiation etc.

5. Food standards

5.1 Food Packaging: types and functions.

5.2 Food standards; food adulteration, adulterants and control

5.3 measures. Food Additives-Usage and importance.

5.4 Ethical, legal and regulatory framework of food standard in Hotels.

5.5 HACCP in Hotels.

Suggested Readings

- Clinical dietetics & nutrition – F. P. Anita
- Food science chemistry & experimental foods – Dr. M Swami Nathan
- Normal and therapeutic nutrition – H. Robinson
- Microbiology – Anna K Joshna
- Food & Nutrition – Dr. M. Swaminathan
- A text book of Bio chemistry – A. V. S. S. Rama Rao
- Catering Management an integrated approach Mohinseth, Surjeet Mulhan
- Food facts & principles – Manay & Shalakshara Swamy
- Food science – Sumathi Mudambi
- Fundamentals of food and nutrition, Mudambi & Rajgopal 4th edition 2001 •
- Principles of Food Technology by P.J.Fellows

(FPO - I) Theory

1. Vegetable and Fruit Cookery

- 1.1 Introduction and classification of vegetables.
- 1.2 Pigmentation and effects of heat on
- 1.3 vegetables. Cuts of vegetables.
- 1.4 Classification of fruits and their use in cookery.
- 1.5 Handling and cooking of fruits.

2. Fish Cookery

- 2.1 Introduction to fish cookery.
- 2.2 Classification, types of fish with examples.
- 2.3 Cuts of fish.
- 2.4 Selection of fish or shell fish.
- 2.5 Cooking of fish (effects of heat).

3. Meat Cookery

- 3.1 Introduction to meat cookery.
- 3.2 Cuts of beef/veal, lamb/mutton, pork, and poultry.
- 3.3 Cold cuts- ham, bacon, types of ham.
- 3.4 Cooking types of meat (effect of heat).
- 3.5 Selection of meat purchase, qualities and grades.

4. Basics of Indian Cuisine

- 4.1 Introduction to Indian cookery.
- 4.2 Herbs and spices used in Indian cookery, role of spices in Indian cookery.
- 4.3 Different masalas used in Indian cookery.
- 4.4 Concept of tandoor, types of marinades, breads and dishes prepared in
- 4.5 tandoor. Importance of curries and gravies, types of Indian curries

5. Indian Regional Cuisine

- 5.1 Detailed study of Indian regional cuisine.
- 5.2 Ingredients used in the regional cuisine and traditional cooking methods.
- 5.3 Famous dishes and accompaniments
- 5.4 Traditional tools and equipments
- 5.5 Factors affecting eating habits, staple diet

GLOSSARY OF TERMS:

Students should be familiar with the Glossary of Terms pertaining to above mentioned topics.

Suggested readings:-

- Accompaniments & Garnishes from waiter; Communicate: Fuller J. Barrie & Jenkins
- Larder Chef By M J Leto & W K H Bode Publisher: Butterworth- Heinemann Practical
- Cookery By Kinton & Cessarani
- Practical Professional Cookery By Kauffman & Cracknell
- The Professional Chef (4th Edition) By Le Rol A. Polsom
- Theory of Catering By Kinton & Cessarani
- Food Heritage of India by vimal patil
- Indian Recipes by Vincent Joseph

Food Production Operation - I (Practical)

(FPO – I)

- 1 05 Preparation of basic-vegetables, fruits, meat, poultry and fish
-) Demonstration and Preparation of five course menu from each regional cuisine.
- 2 Tandoor cooking – different breads, kebabs, roast etc.
-) Five Preparation of basic gravies and commonly used Indian masalas.
- 3
-)
- 4
-)

Food & Beverage Service Operation –I (FBSO-I) Theory

1. Room Service/ In Room Dining Service

- 1.1 Introduction, general principles and types of room service.
- 1.2 Cycle of Service, scheduling and staffing in room service.
- 1.3 Forms and Formats Used in room service.
- 1.4 Order Taking, Suggestive Selling, breakfast cards used in room service.
- 1.5 Time management- lead time from order taking to clearance.

2. Alcoholic Beverages - Beers and other Fermented and Brewed Beverages

- 2.1 Definition and characteristics of Alcoholic Beverages.
- 2.2 Classifications of alcoholic beverages.
- 2.3 Beer Manufacturing Process.
- 2.4 Types of Beer-Brands (Indian and International).
- 2.5 Service of different types of Beer.
- 2.6 Sake, cider and Perry.

3. Wine

- 3.1 Wine history, Production and manufacturing.
- 3.2 Classification of wines with at least 20 wine names from each region of each country.
- 3.3 Control of Quality.
- 3.4 Grape varieties – 10 red and 10 white.
- 3.5 Wine producing countries and regions - France, Italy, Germany, Australia and Spain.

4. Cheeses:

- 4.1 Introduction
- 4.2 Types
- 4.3 Production
- 4.4 Brands and Service
- 4.5 Storage.

5. Aperitifs & Vermouths

- 5.1 Definition
- 5.2 Types- Wine based & spirit based
- 5.3 Usage and storage.

Note: Glossary of Term

Food & Beverage Terminology related to the inputs of the semester.

Suggested Readings

- Beverage Management – Michael Coltman
- Table and Bar – Jeffrey Clarke
- Bar & Beverage Book- Costas Katsigris, Mary Porter, Thomas
- Professional Guide to Alcoholic Beverages- Lipinski
- Alcoholic Beverages- Lipinski & Lipinski
- Bartenders Guide- BD & L.
- Food & Beverage Service Management-Brian Varghese
- Introduction F& B Service-Brown, Heppner & Deegan
- Professional Food & Beverage Service Management -Brian Varghese •
- The World Of Wines, Spirits & Beers-H.Berberoglu
- Beverage Book-Andrew, Dunkin & Cousins
- Master Dictionary of Food & Wine-Joyce Rubash

Food & Beverage Service Operation –I (Practical)
(FBSO-I)

Understanding Room Service Amenities, Room Service equipments

Functional Layouts for room service

3 Menu Compiling, Wine Pairing, Setup (of any five courses as suggested by the faculty.)

Reading of wine labels.

Reading of the wine maps of France, Italy, Germany

Service of beer

Service of Sparkling wines.

Service of fortified, aromatized wines

Service of Still wines

Compiling of Wine list in French.

Service of aperitifs

Use of different glasses, holding & carrying glasses.

At least 20 wine names from each region of each country should know.

At least 20 Grape variety from each region of each country should know.

Front Office Operation – I

(FOO- I) Theory

1. Lobby and bell desk operation:

Lobby layout and various sections.

Staffing in lobby and Staff Organisation.

Role of lobby manager and guest relation executive.

Bell desk - Functions, Layout and equipments used.

Left luggage handling procedure, duty rota and work schedule.

2. Front office security functions:

Role of Front Office in Hotel Security.

Latest security measures used in Hotels.

Security measures for female guests in Hotels.

Keys control.

Protection of funds, safe deposit boxes.

3. Front office accounting:

Accounting fundamentals.

Types of accounts maintained by cashier.

Front Office accounting cycle.

Accounting system.

Type of vouchers prepared by cashier (allowance, paid out, telephone charge voucher.

4. Night audit:

4.1

Meaning of night audit

Duties of a night auditor

Night Auditing process

Importance of a night auditor

Reports generated by a night Auditor

5. Front office telecommunication:

Introduction to telecommunication

Types of telephone exchange

Handling telephone

Skills and competencies of the telephone operator

Duties of a telephone operator

GLOSSARY OF TERMS: Students should be familiar with the Glossary of Terms pertaining to above mentioned topics.

Suggested readings:

- Front office operations by Colin Dix & Chirs Baird
- Hotel front office management by James Bardi
- Managing front office operations by Kasavana& Brooks
- Managerial accounting and hospitality accounting by Raymond S Schmidgall
- Managing computers in hospitality industry by Michael Kasavana and Cahell
- Principles of Hotel Front Office Operations, Sue Baker& Jeremy Huyton, Continuum

Front Office Operations – I
(Practical)
(FOO – I)

- 1 Telephone Handling
- . Telephone etiquettes
- 2 Students should be able to:
- . (i) Make a folio
- 3 (ii) Show a departure/ checkout on guest folio
- . (iii) Print a folio
- . (iv) Posting debit and credit charges on guest folio
- 4 Role Play of Arrival Of The Guest In The Hotel
- . Imparting the latest security measures by front office.
- 5 Process of Guest luggage handling.
- .
- 6
- .

Housekeeping Operation - I

(HKO - I) Theory

1. Interior Decoration

1.1 Importance & Definition.

1.2 Principles of design and elements of design (line/form/color/texture).

1.3 Lighting: Classification, Importance, Applications.

1.4 Furniture Arrangements: Principles, Types of joints, Selection and maintenance

1.5 Color wheel and color schemes.

2. Floor & Wall Coverings

2.1 Introduction and Selection of wall covering

2.2 Care of wall covering.

2.3 Types and Characteristics of floor covering.

2.4 Types of floor finishes.

2.5 Selection, advantages, disadvantages, care and cleaning of floor finishes.

3. Windows, Soft Furnishing and Guestroom Accessories

3.1 Types & design of windows (10 types).

3.2 Window treatments: stiff window treatment and soft window treatment.

3.3 Types & care of soft furnishing, types of accessories: functional & decorative.

3.4 Types of curtains and blinds.

3.5 Care and maintenance of soft furnishings.

4. Flower Arrangement

4.1

4.2 Concept and importance.

4.3 Types and shapes.

4.4 Principles, Importance, conditioning and designing of flower arrangements.

4.5 Flower arrangement according to locations.

Japanese flower arrangement.

5. Safety Awareness and First Aid

5.1

5.2 Concept and Importance, Fire prevention, planning for an emergency,

5.3 Handling emergency situations (Fire, Bomb threats, Death of a guest etc.)

5.4 First Aid: Principles & importance of first aid.

5.5 Security: Security of guest/ Staff/ Public areas/ Rooms.

5.6 GLOSSARY OF TERMS: Theft: employee, guest, external person, security in guest rooms.

Students should be familiar with the Glossary of Terms

pertaining to above mentioned topics.

Suggested readings:-

- Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS).
- Hotel House Keeping – Sudhir Andrews Publisher: Tata McGraw Hill.
- House Keeping Management by Dr. D.K. Agarwal .
- House Keeping Management for Hotels, Rosemary Hurst, Heinemann
- Housekeeping Management – Margaret M. Leappa&AletaNitschke
- Hotel Housekeeping Operations & Management, Raghubalan, OxfordUniversity(p)
- Commercial Housekeeping & Maintenance – StanleyThornes
- Managing Housekeeping Operations – Margaret Kappa &AletaNitschke
- Professional Management of Housekeeping Operations (II Edn.)- Robert J. Martin & Thomas J.A. Jones
- The Professional Housekeeper – Tucker Schneider, Publisher: VNR.

Housekeeping Operation – I
(Practicals)
(HKO – I)

- 1 Team cleaning {various areas}
-) First Aid Familiarization of basic medicines and bandaging, Covering cuts and wounds.
- 2 Flower arrangements Indian & Japanese
-) Special Decorations Indian & Japanese
- 3 How to do a guest room inspection:-
-) (i) Use of check list.
- 4 (ii) Making a maintenance order
-) (iii) Follow up with Control Desk.
- 5
-)

Basic French (BFR) Theory

1. Introduction to French Grammar

- 1.1 The alphabets
- 1.2 The accents in French.
- 1.3 Numbers in French (cardinaux) 1-100.
- 1.4 Colours in French, Conjugation in present tense.
- 1.5 Seasons in French, professions in French.

2. The Articles

- 2.1 La, les, l, la and their usage with common nouns.
- 2.2 un, une, des and their usage with common nouns.
- 2.3 Common adjectives – e.g. Grand/Petit/Haut/Bas etc.
- 2.4 The days of the weeks.
- 2.5 The months of the year in French.

3. Vocabulary & Comprehension

- 3.1 service equipments, vegetables and fruits in French.
- 3.2 Breakfast, lunch, dinner menu in French.
- 3.3 Common greetings and frequently used phrases (Short phrases).
- 3.4 Conversation and translation between 2 persons in French.
- 3.5 Introduction in French language.

4. Au Reception

- 4.1 Translation & comprehension - Front Office, reception – conversation.
- 4.2 Practicing various French expressions and greetings used in front office.
- 4.3 Room reservation on telephone in French.
- 4.4 Various greetings used in front office.
- 4.5 Common salutations and greetings used in front office.

5. Au Restaurant

- 5.1 Cutlery and Crockery use in restaurant / bar in French.
- 5.2 Welcoming and receiving the guest's conversation in French.
- 5.3 Taking food order in restaurant (dialogue conversation between guest and waiter).
- 5.4 Common greetings / phrases used in restaurant.
- 5.5 Basic Conversation, practicing basic French terms.

Suggested Readings:

Parlez a l hotel – A. Talukdar

French for Hotel Management: S. Bhattacharya

HOTEL ACCOUNTING

(HACC) Theory

1 Accounting Theory:

- 1.1 Hotel transaction and Basic terminology.
- 1.2 Hotel accounting and accounting functions.
- 1.3 Purpose of Accounting Records.
- 1.4 Accounting Principles - Concepts and Conventions.

2 Account Records

- 2.1 Principles of Double Entry System.
- 2.2 Journal & Ledger Entries.
- 2.3 Subsidiary Books - Cash, Sales & Purchase books.
- 2.4 Bank Reconciliation statement.

3 Financial Statements

- 3.1 Basic Financial Statements.
- 3.2 Trial Balance.
- 3.3 Preparation of Final Accounts.
- 3.4 Basic Adjustments to final Accounts.
- 3.5 Methods of Presenting Final Accounts Practical Problem.

4 Depreciation Reserves and Provisions

- 4.1 Meaning.
- 4.2 Basic Methods.

UNIT-5 Computer Applications

- 5.1 Preparation of computerized Records and Financial Statements.

Suggested Readings

1. Comprehensive Accountancy, S.A. Siddiqui
2. A Complete Course in Accounting Volume - I, N.D. Kapoor
3. Double-Entry Book-Keeping, R.C. Chawla & C. Juneja
4. Introduction to Accountancy, T.S. Grewal

1. Menu Planning

- 1.1 Introduction of menu planning.
- 1.2 Factors Considered While Planning A Menu.
- 1.3 Types of menu (A la carte, table d hote, cyclic, functional menu etc.).
- 1.4 Names and description of popular national and international dishes.
- 1.5 Sequence of the menu, French classical menu.

2. Garde Manger

- 2.1 Functions of larder section and Duties & responsibilities of larder chef.
- 2.2 Common terms used in larder.
- 2.3 Specific essential tools & equipment in the larder.
- 2.4 Yields test calculations and portioning of Butchery
- 2.5 Pates, Mousses, Galantines, Ballotines

3. Sandwiches

- 3.1 Parts and composition of sandwiches.
- 3.2 Types of breads used in sandwich making.
- 3.3 Types of sandwiches.
- 3.4 Filling – Basic principles of sandwich spread and fillings.
- 3.5 Storing of sandwiches for health and safety.

4. Salads

- 4.1 Classification of salads.
- 4.2 Composition of salads.
- 4.3 Principles of making a salad.
- 4.4 Salad dressings.
- 4.5 Classical salads.

5. Garbage Disposal

- 5.1 Introduction.
- 5.2 Ways of accumulation of garbage.
- 5.3 Segregation of garbage.
- 5.4 Disposal methods.
- 5.5 Importance and maintenance of garbage bins.

GLOSSARY OF TERMS: Students should be familiar with the Glossary of Terms pertaining to above mentioned topics.

Suggested readings:

- The Larder-Chef, MJ. Leto & WH.K. Bode, Butterworth Heinemann
- Larousse Gastronomique-Cookery Encyclopedia Paul Hamlyn,
- Professional Chefs-Art of Garde Manger (4th Edition) Frederic H. Semerschmid and John F. Nicolas
- Professional baking, Wayne Glasslen
- Classical food preparation & presentation, WKH. Bode
- Classical Recipes of the World, Smith and Henry
- Le Repertoire de la Cuisine, Louis Saulmier, Leon Jaggl & Sons Baking, Martha Day, Lorenz Books

Food Production Operation- II
(Practical) (FPO – II)

- 1 Three Cold preparations of platters and for buffets.
 - . Three Cold preparations for display buffets.
- 2 Preparation of three International five to six course menu.
 - . Exotic Indian & International starters & snacks (at least 5 each).
- 3 Preparation of cold cuts.
 - . Salad Preparation- 5 Indian, 10 International.
- 4 Ways of accumulation of garbage.
 - .
- 5
- .
- 6
- .
- 7
- .

FOOD & BEVERAGE SERVICE OPERATION–II

(FBSO-II) Theory

1 Spirits

- 1.1 Introduction & definition.
- 1.2 Distillation -pot still and patent still.
- 1.3 Types of Spirits.
- 1.4 Spirit producing countries and brand names of Spirits.
- 1.5 Service of spirits. Brands- Indian & International.

2 Liqueurs & Bitters

- 2.1 Definition & classification.
- 2.2 Production.
- 2.3 Service of Liqueurs.
- 2.4 Name of liqueurs and country of origin & predominant flavour.
- 2.5 Bitters.

3 Cocktails

- 3.1 Introduction & History.
- 3.2 Types & preparation.
- 3.3 Classical cocktail, recipes and garnishes.
- 3.4 Innovative Cocktails & Mock tails.
- 3.5 Cocktail bar, Equipment, Garnishes, Decorative accessories, Costing.

4 Bar Operation

- 4.1 Introduction, Types & Layout, Bar displays.
- 4.2 Equipments used.
- 4.3 License Requirements.
- 4.4 Staffing- Job description, Job specification.
- 4.5 Bar planning, designing and Bar menus.

. 5 Gueridon Service

- 5.1 Introduction, History.
- 5.2 Equipments used Ingredients used, common preparation.
- 5.3 Flambé dishes.
- 5.4 Carving, Salad making etc.
- 5.5 Trolley service – Beverages, Starters, High-tea, Desserts etc.

Note: Glossary of Terms

Food & Beverage Terminology related to the inputs of the 4th semester

Suggested Readings

- The Complete Guide to Spirits & Liqueurs By Stuart Walton
- Professional Guide to Alcoholic Beverages By Lipinski
- Food & Beverage Service -Lillicrap & Cousins
- Professional Guide to Alcoholic Beverages—Lipinski
- Alcoholic Beverages -Lipinski & Lipinski
- Food Service Operations - Peter Jones & Cassel
- Master Dictionary of Food & Wine-Joyce Rubash
- New york Bartenders Guide- BD &L
- Mr. Boston's Bartender & Party Guide -Warner
- The Restaurant (From Concept to Operation)-Lipinski
- Bar & Beverage Book - Costas Katsigris, Mary Porter, Thomas

Food & Beverage Service Operation -II
Practical

(FBSO-II)

- 1 Service of spirits & liqueurs.
- 2 Bar set up and operations.
- 3 Cocktail/ Mocktail Preparation, presentation and service.
- 4 Understanding and observing Bar Layout.
- 5 Taking Bar inventory and Practicing Bar stock maintenance.
- 6 Preparing Bar menus.
- 7 Practicing Flambé dishes.
- 8 Practicing –Carving.
 - 9 Practicing Trolley service – Beverages, Starters, High-tea, Desserts etc.
- 10 Compiling of a menu in French.

Front Office Operation – II

(FOO - II) Theory

1. Guest Check out Procedure

- 1.1 Check-Out and Settlement.
- 1.2 Methods of Settlement, In room guest checkout.
- 1.3 Check-Out Options: Express Check-Out, Self Check-Out.
- 1.4 Handling credit cards, cash, traveler cheque, bill to company
- 1.5 account. Late checkout.

2. Basic Information (Travel & Tourism)

- 2.1 Role of a Travel Agent.
- 2.2 Passport (concept and types).
- 2.3 Visa (concept and types).
- 2.4 Rules regarding customs.
- 2.5 Foreign exchange.

3. Front Office Responsibility

- 3.1 Front office communication (Inter and intra departmental).
- 3.2 Coordination of front office with housekeeping and other departments.
- 3.3 Log book and other communication tools used in front office.
- 3.4 Different types of complaints and complaint handling procedure.
- 3.5 Handling emergencies – Bomb threats, robbery etc.

4. Control of Cash and Credit

- 4.1 What is credit control
- 4.2 Control measure at the time of reservation.
- 4.3 Control measure at the time of check-in.
- 4.4 Control measure during the stay.
- 4.5 Control measure during check-out.
- 4.6 Prevention of skippers and scanty baggage guests in the hotel.

5. Room Selling Techniques

- 5.1 Up selling / up gradation.
 - 5.2 Importance and advantages of up selling to the hotels and guests.
 - 5.3 Down selling / down gradation.
 - 5.4 Importance and advantages of down selling.
- Discounts – reasons and advantages of discounts to the hotels and guests.

Note: Glossary of Terms: -

Students should be familiar with the Glossary of Terms
pertaining to above mentioned topics

Suggested readings:

- Hotel Front Office Management by James Bardi
- Managing front office operations by Kasavana & Brooks
- Managing computers in hospitality industry by Michael Kasavana and Cahell
- Professional Front Office Management by Robert et al. publisher: Pearson
- Front Office Operations – Colin Dix & Chris Baird.
- Front office Operation Management- S.K Bhatnagar, Publisher: Frank Brothers
- Principles of Hotel Front Office Operations, Sue Baker & Jermy Huyton, Continuum

Front Office Operation – II
(FOO – II)

(Practical)

- 1) Basic complaints handling and Etiquettes.
- 2) Emergency situation Handling – Fire, Death, Natural Disasters – Floods, earthquake, Epidemics etc, Accident, Lost & Found, Damage to Hotel property, Vandalism, Drunk Guest, Scanty Baggage, Theft, Sick Guests, Bomb and Terrorism Threats.
- 3) PMS activities
 - ✓ Creating a reservation.
 - ✓ Registration of the guest.
 - ✓ Opening of guest folio.
 - ✓ Posting charges on guest folio.
 - ✓ Zeroing out folio at the time of check out.
- 4) Handling credit card, cash, and traveller's cheque at the time of check out.

Housekeeping Operation - II

(HKO - II) Theory

1. Housekeeping Budgeting

1.1 Concept & Importance, types of budget

1.2 The Budget-planning process, advantages of budget control, limitations of budgeting

1.3 Controlling operating expenses

1.4 Housekeeping expenses

1.5 Cost control in specific areas, inventory control and stock taking.

2. Laundry Management

2.1 Layout of laundry and types of laundry- merits and demerits, planning an OPL

2.2 Laundry equipments

2.3 Laundry flow process – guest, house, contract

2.4 Handling guest laundry, dry cleaning (agents and procedures)

2.5 Stain and stain removal

3. Planning and Organizing In House Keeping

3.1 Allocation, Manpower planning, planning duty roster,

3.2 Planning housekeeping operations,

3.3 Standard Operating Procedures & Manuals.

3.4 Operational Planning trends in housekeeping: Planning Guest rooms, Bathrooms, Suites, Lounges, landscaping, planning for the provision of leisure facilities for the guest, Boutique hotel concept.

3.5 Operational Planning of service areas – linen room / laundry

3.6

3.7

4.1 Characteristics and uses of various fabrics

4.2 Selection of fabrics

4.3 Classification and identification of textile fibers, yarn,

4.4 Use of Textiles in Hotels.

4.5 Lin manufacturing

4.6

5. Eco Friendly Concepts in House

5.1 Keeping

5.2 Hotel certification

5.3 Energy and water conservation

5.4 Eco friendly products

5.5 Waste disposal in house keeping

GLOSSARY OF TERMS: Students should be familiar with the Glossary of Terms pertaining to above mentioned topics.

Suggested readings:

- Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox.
- House Keeping Management by Dr. D.K. Agarwal.
- House Keeping Management for Hotels, Rosemary Hurst, Heinemann
- Housekeeping and Front Office – Jones
- Housekeeping Management – Margaret M. Leappa & Aleta Nitschke
- Housekeeping & Maintenance – Stanley Thorne
 - Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press.
- Managing Housekeeping Operations – Margaret Kappa & Aleta Nitschke
 - Professional Management of Housekeeping Operations (II Edn.)- Robert J. Martin & Thomas J.A. Jones
- The Professional Housekeeper – Tucker Schneider, Publisher: VNR.

Housekeeping Operation – II
(HKO - II)

(Practicals)

1. Laundry equipment handling Process.
2. Various methods of Laundry operations
3. Handling different types of fabrics in manual & mechanical laundry
4. Special Decorations for events and functions.
 5. Stain Removal: stains to be removed by hand using different chemicals.
6. Assignment on any topic from the syllabus.
7. Special decoration for events.
8. Demonstration of Energy and water conservation.

Food and Beverage Control (FBC) Theory

1 F&B Control-Overview

- 1.1 Introduction, Objectives of F&B Control.
- 1.2 Problems in F&B Control.
- 1.3 Methodology of F&B Control.
- 1.4 Personnel Management in F&B Control.

2 Cost & Sales Concepts

- 2.1 Definition of Cost, Elements of Cost.
- 2.2 Classification of Cost, Sales defined.
- 2.3 Ways of expressing sales concepts.
- 2.4 Cost Volume and Profit Relationships.
- 2.5 Break-even analysis.

3 Budgetary Controls

- 3.1 Introduction, Objectives, Types of Budget in F&B Service.
- 3.2 Budgetary Control Process, Stages in the preparation of Budgets.
- 3.3 Budgeting for F&B Outlets.

4 Food Control

- 4.1 Food Purchasing Control.
- 4.2 Food Receiving Control.
- 4.3 Food Storing and Issuing Control.
- 4.4 Food Production Control.
- 4.5 Food Cost Control.
- 4.6 Food Sales Control.
- 4.7 Standard Yield, Standard Portion Sizes, Standard Recipes.

5 Beverage Control

- 5.1 Beverage Purchasing Control.
- 5.2 Beverage Receiving Control.
- 5.3 Beverage Storing and Issuing Control.
- 5.4 Beverage Production Control.
- 5.5 Beverage Cost Control.
- 5.6 Beverage Sales Control.

GLOSSARY OF TERMS: Students should be familiar with the Glossary of Terms pertaining to above mentioned topics.

Suggested Readings

- Food & Beverage Cost Control- Lea R Dopson, Wiley Publishers.
 - Financial & Cost control techniques in hotel & Catering Industry-Dr J.M.S. Negi
- Hotel & Catering Costing & Budgets, RD. Boardman, Heinemann
- Food & Beverage Management 2nd ed. By Cousins. Publisher: Pearson
- Food & Beverage Cost Control 4th ed. By Dospon. Publisher: Pearson
- Profitable Menu Planning 4th ed. By Drysdale. Publisher: Pearson

Hotel Engineering (HE)

Theory

1 Maintenance

- 1.1 Preventive and Breakdown maintenance with comparisons.
- 1.2 Role and importance of maintenance department.
- 1.3 Organization chart of maintenance department and duties & responsibilities.

2 Fuels

- 2.1 Types of Fuel used in various department of the Hotel and comparative study of Different fuels.
- 2.2 Gas – heat terms and units; method of transfer.
- 2.3 LPG / CNG and its properties; principles of Bunsen and burner.
- 2.4 Gas bank, location, different types of manifolds.
- 2.5 Comparative study of different fuels and calculation of amount of fuel required and Cost.

3 Refrigeration & Air-conditioning

- 3.1 Basic principles, latent heat, boiling and its dependence and refrigerants.
- 3.2 Vapour absorption, defrosting system care and maintenance of refrigerators and Refrigerant units.
- 3.3 Vertical transportation, elevators and escalators.

4 Fire prevention and fire fighting system

- 4.1 Classes of Fire, method of Extinguishing fires, Fire Extinguisher.
- 4.2 Water Disposal and Pollution Control.
- 4.3 Solid and liquid waste.
- 4.4 Water pollution, sewage pollution, Air pollution, Noise pollution, Thermal pollution.
- 4.5 Legal Requirement issues.

5 Fundamentals of Electricity

- 5.1 Insulators, conductors, current, potential difference.
- 5.2 Resistance, power, energy concepts; definitions, their uses and relationships, AC and DC
- 5.3 Electric Circuits, open circuits and close circuits, short circuit, fuses.
- 5.4 Electric wires and types of wiring.

GLOSSARY OF TERMS:

Students should be familiar with the Glossary of Terms pertaining to above mentioned topics.

Suggested Readings:

- Hurts R., Services and Maintenance for Hotel and Restaurant establishment.
- Textbook of Hotel Maintenance –Goyal and Arora.
- Hotel Planning & Design –Rutes & Penner
- Hospitality Facility Planning –David
- Principles of Hotel Engineering –Orsenis
- Principles of Hotel Maintenance –Glad Well
- Hotel Engineering and maintenance – N.C Goyal

Industrial Exposure Training

(IET)

1. The student shall have to undergo a twenty 20 weeks extensive Industrial Exposure training in all Major department of a leading Hotel.

2. Though the Institute/college may help the incumbent students in arranging their

Industrial

Exposure training in suitable Hotel, the sole responsibility to this effect will rest on the student.

3. The student will have to submit a comprehensive Performance appraisal (Approved

by

supervisor/manager of each major Department of the Hotel), training report & log book with soft (Presentation) and hard copy in the Institute/college duly certified by the competent authority/HR/Training Manager of the training hotel.

4. The reports will be evaluated by a panel of experts, (one internal and one external-

Appointed

by University), who will also conduct viva voce/Presentation on the same.

5. Last date for submission of the report shall be notified by the Institute/college will

usually

be at least 15 days prior to the commencement of the Institute/college and will usually be at least 15 days prior to the commencement of the end semester examinations.

(AFP) Theory

1. Kitchen Management

- 1.1 Objectives of food preparation areas.
- 1.2 Kitchen planning and layout.
- 1.3 Stores management, indenting, forecasting budget.
- 1.4 Distribution of food and holding food portions.
- 1.5 Kitchen stewarding, recycling, equipment brushing/polishing.

2. Advanced Menu Planning and Food Presentation

- 2.1 Menu designing for Restaurants- Specialty and fast food.
- 2.2 Menu designing for Buffets/Banquets.
- 2.3 Menu designing for commercial/welfare catering.
- 2.4 Plate presentation.
- 2.5 Presentation of food for Buffets & Banquets.

3. Charcuterie

- 3.1
- 3.2 Preparation & processing of sausages, ham, bacon, larding, barding.
- 3.3 Uses of different cuts.
- 3.4 Preparation of Forcemeats, Galantines, Pate, Mouse & Mousseline, Quenelles.
Edible display.

4. Chocolate and Chocolate Making

- 4.1 History and Sources of chocolate.
- 4.2 Manufacture & Processing of Chocolate.
- 4.3 Types of chocolate.
- 4.4 Tempering of chocolate.
- 4.5 Cocoa butter, white chocolate and its applications.

5. Kitchen Administration

- 5.1
 - 5.2 Aims of kitchen control Administration.
 - 5.3 Maintenance record – registers/log book.
 - 5.4 Communication with other departments
 - 5.5 Conducting meetings.
- Liasioning with customers / guests.

GLOSSARY OF TERMS: Students should be familiar with the Glossary of Terms pertaining to above mentioned topics.

Suggested readings:

- Accompaniments & Garnishes from waiter; Communicate: Fuller J. Barrie & Jenkins
- Bakery & Confectionery By S. C Dubey, Publisher: Society of Indian Bakers Cooking
- Essentials for the New Professional Chef
- Larder Chef By M J Leto & W K H Bode Publisher: Butterworth- Heinemann Modern
- Cookery (Vol-I) By Philip E. Thangam, Publisher: Orient Longman Practical Cookery
- By Kinton & Cessarani
- Practical Professional Cookery by Kauffman & Cracknell

(AFP)

(Practicals)

- 1 Live buffet cooking by displaying the ingredients
 - . Preparation of different types of icings, chocolate work, sugar work.
- 2 Preparation of burgers, pizzas, foot-long.
 - . Preparation of chocolate sponge, chocolate confectionery.
- 3 Different buffet presentations.
 - . Preparation of 7 course five International menu.
- 4
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- 6
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Advanced Food and Beverage Service

(AFBS)

Theory

1 Function Catering and event Management

- 1.1 Introduction and Types of Function.
- 1.2 Function Administration & Organization-Booking Procedure.
- 1.3 Different types of function menus, contracts and seating Arrangements.
- 1.4 Types of event management and practice.
- 1.5 Planning, Organizing and Implementation of Policies of event management.
- 1.6 Constraints, Promotion and Publicity of Function catering.

2 Menu Management

- 2.1 Menu Planning.
- 2.2 Menu Designing.
- 2.3 Menu Engineering.
- 2.4 Menu Merchandising.
- 2.5 Menu Forecasting.

3 Inventory & Storage Control

- 3.1 Objective types of Methods, Technique and Inventory.
- 3.2 Control- Par stock, Issuing, Re-Order Point
- 3.3 Types of store, records and transfer note

4 Costs & Budgetary Control

- 4.1 Element of cost and Classification.
- 4.2 Budgetary control of event management.

5 F&B Sales & Marketing

- 5.1 Sales & Marketing Concept of F&B Sales and Marketing.
- 5.2 Advertising, Merchandising, Sales Promotion of F&B Sales and Marketing.
- 5.3 Public relation, Food Promotion of F&B Sales and Marketing.

GLOSSARY OF TERMS: Students should be familiar with the Glossary of Terms pertaining to above mentioned topics.

Suggested Readings

- Food & Beverage Management By John Cousines, David Foskett, Publisher
- Profitable Food & Beverage Management-By Richard Kotas & Chandra Jaywardana,
- Food & Beverage Management- Bernard Davis, Andrew Lockwood, Sally Stone,
- Food & Beverage Service - Dennis R.Lillicrap. & John .A. Cousins. Publisher
- Food Service Operations , Peter Jones, Cassel
- Food & Beverage Service By Ronald F Cichy, Paul E Wise,
- The Bar and Beverage Book By Costas Katsigris, Mary Porter Chris Thomas
- Meetings, Conventions, and Expositions By Rhonda J Montgomery and Sandra K Strick

(AFBS)

Practical

1. To develop perfect skill and techniques for formal Banquet Services, Function.
2. Calculation of space for Banquets, Setting of various types of Buffet.
3. Gueridon and Flame Work and induce supervisory responsibility in students.
4. Demonstration of Cooking and Carving at Table.
5. Demonstration of bar activities.
6. Kitchen Stewarding: Record maintaining and inventory.
- 7 Arranging a theme dinner/ food festivals.
8. Practice on Standard Operating Procedures in Restaurant list of restaurant equipment Manufacturer (assignment).
- 9 .Preparation of duty roasters in restaurants & function catering Planning & Operating Various outlets (Spatiality, Fast Food and coffee shop, bar).
10. Supervisory skills, SOP.

Advanced Front Office
(AFO)Theory

1. Yield Management:

- 1.1 Introduction and concept of yield management.
- 1.2 Elements and benefits of yield management.
- 1.3 Yield management strategies.
- 1.4 Challenges of yield management.
- 1.5 Various ratio analysis used in yield management.

2. Automated Property Management System:

- 2.1 Understanding hotel automation.
- 2.2 Property management software's (Fidelio, Opera), IDS.
- 2.3 Importance of PMS in the hotels.
- 2.4 Concept of POS in the hotels.
- 2.5 GDS (Global distribution system).

3. Personnel Management:

- 3.1 Recruiting and selecting employees for front office.
- 3.2 The orientation process Training.
- 3.3 Attributes for staff at various levels of hierarchy.
- 3.4 Duty Rota and work shifts of front office.
- 3.5 Career path and professional enrichment of front office employees.

4. Budgeting:

- 4.1 Types of budget & budget cycle.
- 4.2 Making front office budget and Factors affecting budget planning.
- 4.3 Capital & operations budget for Front office.
- 4.4 Budgetary control.
- 4.5 Advantages & Disadvantages of budgeting.

5. Hotel Sales and Marketing:

- 5.1 Introduction to marketing and its concepts.
- 5.2 Sales techniques.
- 5.3 Marketing mix.
- 5.4 Market segmentation for hospitality products and services.
- 5.5 Role of Travel agencies, Tour operators, Hotel booking agencies, and social website.

GLOSSARY OF TERMS:

Students should be familiar with the Glossary of Terms

Suggested readings on mentioned topics.

- Hotel Front Office Management by James Bardi
- Managing front office operations by Kasavana & Brooks
- Managing computers in hospitality industry by Michael Kasavana and Cahell
- Professional Front Office Management by Robert et al. publisher: Pearson
- Front office Operation Management- S.K Bhatnagar, Publisher: Frank Brothers
- Principles of Hotel Front Office Operations, Sue Baker & Jermy Huyton, Continuum

Practical

(AFO)

1. Demonstration of step by step Yield management calculations. Preparing statistical data Based on actual calculations.
2. Role play and problem handling on different accommodation problems.
3. Role plays of Front office Assistants, GRE, Lobby Manager, Bell Captain, Bell Boys, Concierge and car valet.
4. Preparation of sales letters, brochure, tariff cards and other sales documents.
5. Working on PMS – reservation, registration, billing and check out of the guests.

(AHK) Theory

1. Changing Trends in Housekeeping:

- 1.1 Hygiene- not just Cleanliness.
- 1.2 Outsourcing for cleaning in hotels.
- 1.3 New Scientific Techniques.
- 1.4 Training & Motivation.
- 1.5 Role of computers in Housekeeping.

2. Hotel Renovation and New Property Operations:

- 2.1 Definition- Renovation, Refurbishment, Redecoration.
- 2.2 Considerations in setting up housekeeping department.
- 2.3 Reasons to renovate, types, process.
- 2.4 Factors involved in renovation.
- 2.5 Procedures & tasks involved.

3. Managing housekeeping personnel:

- 3.1
- 3.2 Determining staff strength.
- 3.3 Recruitment and selection of the Housekeeping staff.
- 3.4 Training of the employees.
- 3.5 Planning duty roster, performance appraisals, employee welfare and discipline. Career growth and professional enrichment of housekeeping employees.

4. Energy conservation methods & eco - friendly concepts in Housekeeping:

- 4.1
- 4.2
- 4.3 Energy conservation in Housekeeping Department.
- 4.4 Tips for energy conservation, Water conservation, solid-waste management,
- 4.5 Eco -friendly amenities & products.

Ecotels: Ecotels certification, choosing an eco-friendly site.

5. Uniform Designing:

- 5.1
- 5.2 Fiber (natural, manmade- characteristics)
- 5.3 Weaves – plain, twill, damask, satin
- 5.4 Importance of uniforms
- 5.5 Selection of uniform and trends
- 5.6 Par stock and Stock taking

GLOSSARY OF TERMS:

Students should be familiar with the Glossary of Terms pertaining to above mentioned topics.

Suggested readings:

- Accommodation & Cleaning Services, Vol. I & II, David, Allen, Hutchinson
- Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS).
- House Keeping Management for Hotels, Rosemary Hurst, Heinemann
- Housekeeping Management – Margaret M. Leappa & Aleta Nitschke
- Housekeeping & Maintenance – Stanley Thornes
- Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press.
- Managing Housekeeping Operations – Margaret Kappa & Aleta Nitschke
- Professional Management of Housekeeping Operations (II Edn.)- Robert J. Martin & Thomas J.A. Jones
- The Professional Housekeeper – Tucker Schneider, Publisher: VNR.

Advanced Housekeeping
(AHK)

(Practicals)

1 Guest complaints handling in Housekeeping.

) Handling different types of fabrics

2) Designing an uniform for employees

3 Model guestroom designing

4 Tips for energy conservation in Housekeeping.

) Computer application in house keeping control desk

5

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6

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Human Resource Management in Hospitality

(HRMH) Theory

1 Human Resource Management in Hospitality Industry

- 1.1 Structure and Function of Human Resource Management.
- 1.2 Evolution, Role and Status of Human Resource Management in Indian Hotel Industry.
- 1.3 Manpower Planning Concept, Organization and Practice.
- 1.4 Techniques of Manpower Planning.
- 1.5 Role of HRM in Hospitality Industry.

2 Recruitment and Selection

- 2.1 Recruitment and Selection Process.
- 2.2 Job Analysis, Job Description and Job Specification.
- 2.3 Performance Appraisal: Meaning, Need and Purpose.
- 2.4 Factors Affecting Performance Appraisal.
- 2.5 Methods and systems of Performance Appraisal and its' use in Hotel Industry.

3 Training, Development and Motivation in Hospitality Industry

- 3.1 Need and Importance of Training and Development
- 3.2 Training and Development of Various Categories of Personnel.
- 3.3 Types of Training- On-the-job and Off-the-job training.
- 3.4 Career Progression, Development and Reward Structure in Hospitality industry.
- 3.5 Employees Development and Motivation in Hospitality Industry.

4 Wages and Salary Administration.

- 4.1 Basics of wages and Salary.
- 4.2 Development of Sound Compensation Structure for the employees.
- 4.3 Fringe benefits: Direct and Indirect.
- 4.4 Incentive concept and its implications.
- 4.5 Regulatory Provisions: Incentives

5 Grievance Handling and Discipline

- 5.1 Grievance Handling and its process.
- 5.2 Disciplinary Mechanism in the Hotels.
- 5.3 Development of Grievance Handling Systems.
- 5.4 Collective Bargaining and Managing Conflicts.

GLOSSARY OF TERMS: Statutory mechanism in Indian context related to HRM issues in hospitality sector.

Students should be familiar with the Glossary of Terms pertaining to above mentioned topics.

- Human Resource Development and Management in The Hotel Industry- S.K. Bhatia and Nirmal Singh
- Hospitality Human Resource Management in Indian Prospective- Dr. Yashpal Negi
- Principles and Techniques of Personnel Management Human Resource Management- Dr. Jagmohan Negi.
- Human Resource Development Practice in Travel and tourism- S.C. Bagri
- Human Resource Management- Bernardin.
- Personnel and Human Resource Management text and cases - P. Subba Rao. Publisher: Himalaya Publishing House..
- Management in the hotel and catering Industry: Boella, M.J., Personnel, Hutetinson, London.
- Human Resources Management in the Hospitality Industry: David K Hayes & Jack D Ninemeier. Principles and Practices of Management

(PPM) Theory

1 Concept & Nature of Management

- 1.1 Meaning, Concepts, Nature and Process of Management.
- 1.2 Functions and Levels of Management.
- 1.3 Schools of Management Thought.
- 1.4 Management Principles of Henry Fayol and F.W. Taylor.

2 Planning

- 2.1 Meaning, nature, importance and characteristics of Planning.
- 2.2 Components of Planning.
- 2.3 Objectives, strategies, policies and procedures.
- 2.4 Process of Planning.
- 2.5 Advantages and Disadvantages of Planning.

3 Organizing

- 3.1 Concept, Definition and Importance.
- 3.2 Organizing Principles, Theories and Functions of Organizations.
- 3.3 Types of formal and informal organizations.
- 3.4 Authority-responsibility-accountability relationship and Delegation of Authority.
- 3.5 Decision-making Process, Organizational Policies and Practices.

4 Motivation and Leadership in Hotel Industry

- 4.1 Definition and Meaning of Motivation.
- 4.2 Motivation theories.
- 4.3 Definition and Meaning of Leadership.
- 4.4 Leadership styles.
- 4.5 Difference between leader and a manager.

5 Controlling and Co-ordination

- 5.1 Meaning and Concept of Controlling
- 5.2 Controlling Process
- 5.3 Concept of Strategic control
- 5.4 Control Techniques
- 5.5 Co-Ordination and its' components

GLOSSARY OF TERMS: Students should be familiar with the Glossary of Terms pertaining to above mentioned topics.

Suggested Readings

- Essentials of Management - Koontz & O'Donnell
- Management & Organization- M. Louis Allen
- Management Theory and Practice - Earnest Dale
- Management Tasks - Peter F Drucker
- Management Process - Davar R
- Fundamentals of Management - J. S. Chandran
- Principles of management - P. N. Reddy
- Personnel Management & Industrial Relations - Verma & Agarwal
- Management Strategies and Skills- Dwyer
- Principles and Practices of Management- L.M. Prasad

Professional Elective (A)
Food Production- Theory

1. Kitchen Planning:

- 1.1 Objectives of Kitchen Planning.
- 1.2 Understanding HACCP.
- 1.3 Developing critical control points in food preparation areas.
- 1.4 Kitchen layout planning.
- 1.5 Kitchen safety planning, HR Planning.

2. Quantity Food Production:

- 2.1 Different types of catering.
- 2.2 Banquet production planning.
- 2.3 Standardising recipes and recipe conversion.
- 2.4 Food holding and storage problems.
- 2.5 Reshuffle cooking.

3. International Cuisine:

- 3.1 Asian Cuisine (Chinese, Japan, Thai, Indo, Philippine) -Introduction to influences of cultures on regions, special features with respect to ingredients and methods.
- 3.2 Special ingredients, equipment, tools, preparation and technology involved in Asian cuisine
- 3.3 European cuisine (French, Italy and Germany) - Introduction to influences of cultures on Regions, special features with respect to ingredients and methods.
- 3.4 Ingredients, equipment, tools, preparation and technology involved in European cuisine.
- 3.5 Pasta & rice, types and sauces.

4.

Desclassification.

- 4.1 Frozen desserts.
- 4.2 Types & methods of preparation and care.
- 4.3 Hot Puddings – Methods of preparation, care and uses.
- 4.4 Indian Specialty Deserts.
- 4.5

5. Food Costing:

- 5.1 Yield management.
- 5.2 Recasting.
- 5.3 Budgeting.
- 5.4 Food costing for various Kitchens.
- 5.5 Cost Controlling techniques.

GLOSSARY OF TERMS: Students should be familiar with the Glossary of Terms pertaining to above mentioned topics.

Suggested readings:

- Accompaniments & Garnishes from waiter; Communicate: Fuller J. Barrie & Jenkins
- Bakery & Confectionery By S. C Dubey, Publisher: Society of Indian Bakers
- Cooking Essentials for the New Professional Chef
- Larder Chef By M J Leto & W K H Bode Publisher: Butterworth- Heinemann
- Modern Cookery (Vol-I) By Philip E. Thangam, Publisher: Orient Longman
- Practical Cookery By Kinton & Cessarani
- Practical Professional Cookery by Kauffman & Cracknell
- Larousse Gstronomie By Hamlyn, Publisher Octopus Publishing Group London
- The Professional Chef (4th Edition) By Le Rol A. Polsom

Professional Elective (A)

Food Production

(Practicals)

- 1) International cookery: preparation of 7 course menu from each cuisine - Chinese, French, Italian and Thai.
- 2) Demonstration of sugar confectionery preparation, fancy cakes, savory items, quiches, Tarts etc.
- 3) Different types of pasta and their preparation, Farfalle, Penne, Fuseli, fettuccini, Pasta.
- 4) Preparation of various hot and cold puddings.
- 5) Preparation of various Hot and Cold sweets of Indian Cuisines.

Professional Elective (B)

Food & Beverage Service-Theory

1 Planning & operating various F&B outlets

- 1.1 Physical layout of functional and ancillary areas.
- 1.2 Objective of a good layout and Steps in planning.
- 1.3 Factors to be considered while planning.
- 1.4 Calculating staff requirement.
- 1.5 Menu planning, Constraints of menu planning.
- 1.6 Selecting and planning of heavy duty and light equipment.
- 1.7 Requirement of equipment like crockery, glassware steel or silver etc.
- 1.8 Supplier & manufacturers, approximate cost.

2 F&B Staff

- 2.1 Categories of staff.
- 2.2 Hierarchy.
- 2.3 Job description and specification.
- 2.4 Duty roster.

3 Other Catering Operations

- 3.1 Off-premises catering.
- 3.2 Hospital catering.
- 3.3 Industrial & institutional catering.
- 3.4 Home delivery.
- 3.5 Take away.

4 Banquets

- 4.1 History, types and organisation of banquet department.
- 4.2 Duties & responsibilities.
- 4.3 Sales, booking procedure and banquet menus.
- 4.4 Space area requirement, table plans/arrangements.
- 4.5 Informal Banquets.

5 Buffets

- 5.1 Introduction.
- 5.2 Factors to plan buffets.
- 5.3 Area requirement, planning and organisation.
- 5.4 Sequence of food.
- 5.5 Types of buffet, equipment supplies and check list.

GLOSSARY OF TERMS:

Students should be familiar with the Glossary of Terms pertaining to above mentioned topics.

Suggested Readings

- Food & beverage service-lillicrap & cousins
- Modern restaurant service- john fuller
- Food & beverage service management-Brian varghese
- Introduction F&b service-Brown, Heppner & Deegan
- Professional food & beverage service management- Brian Varghese.

Professional Elective (B)
Food & Beverage Service
Practical

- 1- Making of duty roster and writing job description & specification.
- 2- Calculation of space for banquets
- 3- Banquet menu & service
- 4- Setting of Informal buffet.
- 5- Setting of Formal buffet.
- 6- Display of different seating arrangement.

1. Room Tariff and Classification of Hotels

- 1.1 Classification of hotels on different basis.
- 1.2 Types of room and suites.
- 1.3 Room Tariff.
- 1.4 Room Rate Designation.
- 1.5 Room Tariff Fixation (Cost Based Pricing, Market Based Pricing).

2. Planning and Evaluating Front Office Operation

- 2.1 Calculating Room Rates – Hubbard Formula & Thumb Rule and other pricing technique
- 2.2 Forecasting techniques.
- 2.3 Methods of measuring hotel performance.
- 2.4 Sample forecast forms.
- 2.5 Various reports prepared by front office department.

3. Timeshare & Condominium Ownership

- 3.1 Definition and types of timeshare and condominiums.
- 3.2 Concept of timesharing and condominium.
- 3.3 Difficulties faced in marketing timeshare and condominiums business.
- 3.4 Advantages & disadvantages of timeshare business and condominium.
- 3.5 How to improve the timeshare / referral/condominium concept in India-.

4. Budgeting For House Keeping

- 4.1 Types of budgets (operational and capital).
- 4.2 Budget preparation.
- 4.3 Cost control in specific areas (guest room, public areas, linen room stores).
- 4.4 Purchasing (principles involved, types and stages).
- 4.5 Inventory control and stock taking (issuing and control).

5. Daily Routines And Housekeeping Procedures

- 5.1 A day in the life of an Executive Housekeeper, Accommodation Manager. A
- 5.2 day in the life of an Assistant Housekeeper..
- 5.3 A day in the life of a Floor Supervisor and public supervisor.
- 5.4 A day in the life of a Desk Housekeeper.
- 5.5 A day in the life of a Uniform, Linen Supervisor.
- 5.6 A day in the life of a G.S.A.

Suggested readings:-

- Hotel Front Office Management by James Bardi
- Managing front office operations by Kasavana & Brooks
- Managing computers in hospitality industry by Michael Kasavana and Cahell
- Professional Front Office Management by Robert et al. publisher: Pearson
- Front Office Operations – Colin Dix & Chris Baird.
- Front office Operation Management- S.K Bhatnagar, Publisher: Frank Brothers
- Managing Front Office Operations by Kasavana & Brooks
- Principles of Hotel Front Office Operations, Sue Baker & Jermy Huyton, Continuum
- Check in Check out- Jerome Vallen

Professional Elective (C)
Room Division Management
Practical

1. Preparing SOP Guest Arrival:-

i) Guest Departure.

ii) Handling complaints.

iii) Cleaning procedures.

2. Preparing operating budget for Front Office and Housekeeping departments.

3. Calculating staff requirement for Front Office and housekeeping departments. 4. Preparing Duty Roasters.

5. Assignment – Compare any two hotels from the standpoint of their attitude to yield management.

6. Assignment – Study of Ecotel and eco-friendly measures adopted in Hotels.

7. Students should have knowledge of use of software for Hotel Operations.

ORGANIZATIONAL BEHAVIOUR (OB) Theory

1 Introduction

1. An Overview of Organizational Behaviour (OB)

1. Meaning and Forms of an Organization.

1. Theories of Organizational Behaviour.

2. Contributing Disciplines to the OB field.

1. Current trends and Challenges in Organization Behaviour.

3

2. Individual dimensions of OB

2.1 Perception: Concept and the Perceptual process.

2.2 Concept and process of Learning in organization.

2.3 Theories of learning and Learning through reinforcement.

2.4 Personality Types, determinants, Personality traits and dimensions in OB.

2.5 Motivation Concept and Theories of Motivation.

3 Interactive Dimensions of OB

3.1 Interpersonal and Group Behaviour.

3.2 Analysis of Interpersonal behaviour.

3.3 Transactional analysis and Behavioural Changes.

3.4 Group dynamics.

3.5 Groups at work: Nature, Classification, and Structure.

4 Controlling and Directing the Behaviour

4.1 Leadership: - Nature of leadership and Theories of leadership.

4.2

4.3 Leadership styles in travel trade and hospitality organizations.

4.4 Organizational Climate, Participative Management and Employee Moral.

4.5 Communication Types and Process, Principles of effective communication.

Barriers in Communication.

Suggested Readings

- Robbins, Stephens P, Organizational Behaviour, Pearson Education.
- Prasad, L.M, Organizational Behaviour.
- Luthans, Fred, Organizational Behaviour.
- Hersey and Blanchard, Management of Organizational.
- Kakabadse et al, Working in Organization, Penguin, 1987.
- Vecchio, R.P, Organizational Behaviour, Dryden Press, 1998.
- Inancevich, J.M and Matteson. M.T, Organizational Behaviour and Management 3rd edition, Irwin/ISE, 1993.
- Steven L. Mcshane & M.A. Von Glinow, Organization Behaviour, Tata MC Graw Hill.

HOSPITALITY ENTREPRENEURSHIP

(HOE) Theory

1 Concept of Entrepreneurship

- 1.1 Entrepreneurship Meaning.
- 1.2 Types of Entrepreneurship.
- 1.3 Qualities of an Entrepreneur.
- 1.4 Classification of Entrepreneurs.
- 1.5 Factors influencing Hospitality Entrepreneurship.
- 1.6 Functions of Entrepreneurs.

2 Start-up Processes

- 2.1 Project Identification.
- 2.2 Selection of the Project.
- 2.3 Project Formulation Evaluation.
- 2.4 Feasibility Analysis.
- 2.6 Project Report.

3 Project Management

- 3.1 Entrepreneurial Development.
- 3.2 Agencies.
- 3.3 Commercial Banks.
- 3.4 District Industries Centre.
- 3.5 National Small Industries Corporation.
- 3.6 Small Industries Development Organisation.
- 3.7 Small Industries Service Institute.
- 3.8 All India Financial Institutions, IDBI, IFCI, ICICI, IRDBI.

4 Entrepreneurial Development Programmes (EDP)

- 4.1 Role, Relevance and Achievements.
- 4.2 Role of Government in organizing EDPs.
- 4.3 Critical Evaluation.

5 Economic Developments and Entrepreneurial Growth

- 5.1 Role of Entrepreneur in Economic Growth.
 - 5.2 Strategic Approaches in the changing Economic Scenario for Small Scale Entrepreneurs.
 - 5.4 Networking, Niche Play, Geographic Concentration, Franchising / Dealership.
- Development of Women Entrepreneurship.

Suggested Readings

- Entrepreneurial Development - Gupta and Srinivasan
- Entrepreneurship Development- Gordon and Natarajan
- Entrepreneurial Development -Jayshree Suresh

RESEARCH METHODOLOGY

(RM) Theory

1 Fundamentals of Research

- 1.1 Meaning, objectives and Types of Research.
- 1.2 Research Approaches and Significance of Research.
- 1.3 Qualitative Vs. Quantitative Research.
- 1.4 Criteria of Good Research and Research Process.
- 1.5 Problem Identification and Formulation.

2 Research Design

- 2.1 Meaning and Need for Research Design.
- 2.2 Features and important concepts relating to research design.
- 2.3 Different Research design.
- 2.4 Concept of Independent & Dependent variables.
- 2.5 Measurement Concept.

3 Sample Design

- 3.1 Implication of Sample design and Steps in sampling design.
- 3.2 Criteria for selecting a sampling procedure.
- 3.3 Characteristics of a good sample design.
- 3.4 Different types of Sample design.
- 3.5 Measurement Scales and important scaling Techniques.

4 Collections of Data

- 4.1 Primary Data Vs. Secondary Data.
- 4.2 Collection of Primary Data, Questionnaire and schedule.
- 4.3 Difference between Questionnaire and schedule.
- 4.4 Collection of secondary data.
- 4.5 Different methods to collect secondary data.

5 Data Analysis, Interpretation and Report Writing

5.1

5.2

5.3 Hypothesis Testing, Basic concepts concerning Hypothesis Testing.

5.4 Test of Significance and Chi-Square Analysis.

5.5 Use of Computers for data analysis and Interpretation.

Layout of Research Report and Presentation Techniques.

Suggested Readings

Assessment of the Quality of Research done and Analysis of Qualitative Data.

- Business Research Methods -Alan Bryman, Emma Bell – Oxford University Press
- How to Complete your Research project successfully, Judith Bell, USB Publisher Distributors Delhi
- Research Methodology – A Step by Step Guide for Beginners – Pearson Publications – Ranjit Kumar
- Kothari C.R. *Research Methodology Methods & Techniques*, New Age International Publishers
- The Handbook of Contemporary Hospitality Management Research -Bob Brotherton; Wiley International
- Travel Tourism & Hospitality Research By Ritchie Goeldner Publisher: John Wiley

(HL) Theory

1 Introduction to Hotel and Tourism Laws

- 1.1 Laws governing the Hotel Industry; areas of legal compliance for hotel business.
- 1.2 Legislation concerning accommodation and catering sector.
- 1.3 International Hotel Regulations.
- 1.4 Common regulations and legislations applicable to tourism and hotel.
- 1.5 Industry – brief overview.

2 Laws Relating to Hotel Operations:

- 2.1 Rights and responsibilities of hotel guests with regard to, provision of accommodation, food and beverages.
- 2.2 Safety and security of guests and general code of conduct
- 2.3 Hotel's right to lien.

3 Law Relating to Registration and Approval and Bar License:

- 3.1 types of license and procedure for applying; conditions for grant of license.
 - 3.2 Bar and liquor license; liquor licensing law; licensed premises; types of permits.
- Type of premises; general permitted hours.
Food and Beverage Law.

4 Food Legislation

- 4.1 Food Adulteration act.
- 4.2 Common Food Adulterants & their identification.
- 4.3 Central committee for food standards, central food laboratory.
- 4.4 Food inspector & their duties and powers.

5 Introduction to Merchantile Law

- 5.1 Brief study & implication of the following laws in hotel industry.
- 5.2 Law of contract – Definition, essential elements of contract.
- 5.3 Sales of goods Act – definition rights of seller, purchaser, guarantee & warranty.
- 5.4 Partnership Act – Types, duties & responsibilities, termination of Partnership.
- 5.5 Industrial Law – Payment of wages act, minimum wages, Industrial dispute act.

Suggested Readings:

- Introduction to Law – Kapoor (Taraporevala, Mumbai)
- Commercial Law – Kapoor (Sultan Chand, Delhi)
- Reserve Bank of India Guidelines
- Satyendra Singh Malik: Ethical, Legal and Regulatory aspect of Tourism Business. • Indian Tourism Act 1992, (Govt. of India).
- Company Laws – N.D.Kapoor
- Business Laws – K.R.Mulchandani

(HM) Theory

1 Introduction

- 1.1 Meaning, nature, scope and concepts of Marketing.
- 1.2 Physical products Vs services.
- 1.3 Growth and Dimensions of Hospitality Marketing.
- 1.4 Hospitality Marketing: Indian scenario.
- 1.5 Case studies on Hospitality Marketing.

2 Hotel Marketing

- 2.1 Changing role of Hotel Marketing.
- 2.2 Features of Hospitality marketing and difference between goods and services.
- 2.3 Basis of Hospitality Marketing and Marketing Mix in Services Marketing.
- 2.4 Value Chain linkages in Hotel Industry.
- 2.5 Marketing strategies for hotel industry.

3 Hospitality Market segmentation

- 3.1 Concept, Importance and Basis of market segment for Hotel Industry.
- 3.2 Benefits/Purpose and Limitations of Market Segmentations.
- 3.3 Market Segmentation Procedure in hotel Industry.
- 3.4 Concept and Necessity for New Product Development.
- 3.5 Product-Mix, Price-Mix and Marketing mix strategies for hospitality products.

4 Advertising and Advertising Media

- 4.1 Concept, Importance and criticism of advertising.
- 4.2 Media of advertising and evaluating advertising effectiveness.
- 4.3 Sales promotion, personal selling publicity.
- 4.4 Communication process in services promotion.
- 4.5 Public relations in hotel industry.

5 Consumer Behaviors and Total Quality Management (TQM) in Hotel Industry

5.1

5.2 Nature, Scope, Importance, Factors affecting clients' behavior in hotel industry.

5.3 Customer expectations, Post purchase evaluation and Factors influencing customer expectations.

5.4 Managing the customer's mix.

5.5 Stages of New product development, branding policies and strategies.

Maintaining and Managing TQM in hotel industry.

Suggested Readings

- Services Marketing – Ravishankar
- Services Marketing- Zeital Valerire- A and Mary Jo Baiter Publisher: McGraw Hill Company
- Marketing for Hospitality and Tourism- Philip Kotler, John Bowen and James Makens, Pearson Publishing House.
- Hospitality & Travel Marketing: Alastair M. Morrison.
- Hospitality Marketing -Neil Wearne - Hospitality Press Pvt Ltd. - Australia
- Marketing of Hospitality and Tourism Services- Kumar. Publisher: M. Hill

Professional Elective Training

1. The student shall have to undergo a twenty 20 weeks Professional Elective training in a leading hotel/resort property, duly approved by the department.
2. Though the department may help the incumbent students in arranging their training in suitable institution, the sole responsibility to this effect will rest on the student.
3. The student will have to submit a comprehensive training report in the department duly certified by the competent authority of the training hotel.
4. The reports will be evaluated by a panel of experts, (one internal and one external), who will also conduct viva voce on the same.
5. Objective of Professional Elective training is to provide specialization in one particular department so that student can gain practical knowledge and skills, which in turn will motivate and build their confidence for their future prospects.